

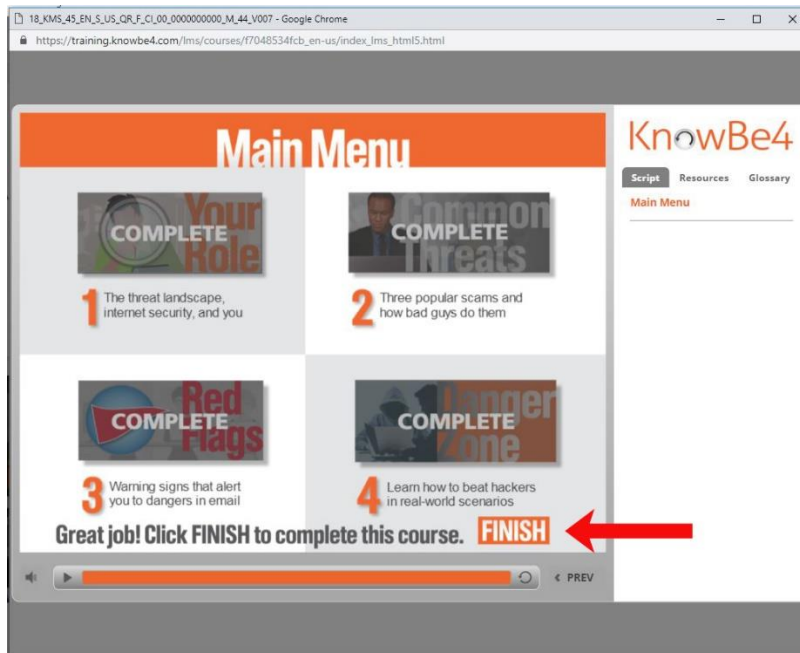
FREQUENTLY ASKED QUESTIONS - Information Security Awareness Training

1. My training module is not displaying properly / freezing.

Slide the progress bar at the bottom all the way to the left and then click play.

2. I finished all the training modules but it does not show I have completed the training.

Click the “Finish” button at the bottom on the screen.



3. I did not receive the training notification email with the link to the training.

Use <https://training.knowbe4.com> and log in with your SPC email address.

For additional assistance, please contact the Technical Support Center at 727-791-2795 faculty/staff. We are available by email at onlinehelp@spcollege.edu.